

Outsourcing



1. Introduction

Operators face significant challenges that apply pressures from four directions simultaneously - market, operational, technological and financial.

Competition for customers is intensifying, forcing investment in new technologies and services to prevent churn and enable growth. Yet, service differentiation comes at the price of greater network complexity and higher capital and operational costs, when operators must keep both under tight control and compete on value for money.

Faced with these challenges, operators are reviewing how outsourcing their networks and operations can manage the operational and technological risks involved, reshape balance sheets and source the competences, skills and resources they need to compete more efficiently.

Nokia Siemens Networks provides the industry's most comprehensive range of outsourcing services for operators worldwide. These are helping operators to run networks that serve more than 80 million end-users.

2. Key benefits and value for the customer

Operators want outsourcing services to overcome major challenges and provide long term value to their business. Nokia Siemens Networks has aligned its outsourcing solution to help operators sharpen their business focus and increase their competitive edge by absorbing many of the operational and financial pressures they face. This frees the operator to concentrate their internal resources on their core business.

The solution also addresses the prime issue of how operators manage the complexities created by their need to introduce new technologies and convergence. Nokia Siemens Networks uses its global technical resources, capabilities and systems to take responsibility for new and current technologies, from design through implementation and operation.

Through an outsourcing contract, Nokia Siemens Networks takes on the responsibility for providing high quality and efficient network operations. These will be achieved through economies of scale, centralized and automated processes and globally tested, shared best practices that only a global service organization can deliver.

3. Key service deliverables

No two operators are the same, so Nokia Siemens Networks always tailors its outsourcing solution to individual requirements.

Key components of what an outsourcing solution can deliver include technical operations such as field maintenance, network implementation, network operations and optimization. An outsourcing solution can also include service management and development activities.